

HOUSING AND COMMUNITY AFFAIRS

PROGRAM:

Housing Code Enforcement

PROGRAM ELEMENT:

PROGRAM MISSION:

To ensure safe and sanitary conditions in single and multi-family residential housing units by conducting regular and as-required inspections

COMMUNITY OUTCOMES SUPPORTED:

- Safe, attractive neighborhoods
- Increased tax base
- Enhanced quality of life

PROGRAM MEASURES

Outcomes/Results:

Percentage of housing units brought up to code following inspection	98	98	98	98	99.5
Houses rehabilitated	53	42	45	50	50

Service Quality:

Average time to respond to complaints (days)	4	4	4	4	4
----------------------------------------------	---	---	---	---	---

Efficiency:

Program cost per unit to bring property/housing units into compliance (\$)	115	95	102	107	124
Number of properties/housing units inspected per Department of Housing and Community Affairs workyear	757	967	863	916	836

Workload/Outputs:

Number of properties/housing units inspected ^a	16,648	22,730	20,116	23,000	21,000
-----------------------------------------------------------	--------	--------	--------	--------	--------

Inputs:

Expenditures (\$000) ^b	1,871	2,114	2,010	2,420	2,587
Workyears ^b	22.0	23.5	23.3	25.1	25.1

Notes:

^aDepending on the nature of the violations and the responsiveness of the owner, multiple re-inspections may be required to achieve compliance with applicable code.

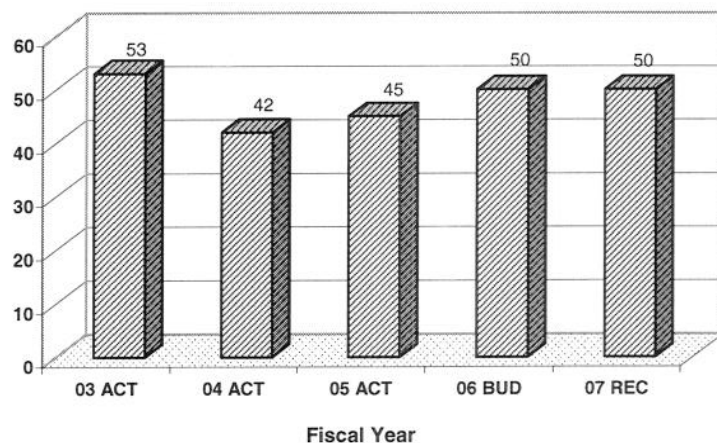
^bExpenditures and workyears include relevant program costs and staff charged to the General Fund within the Department of Housing and Community Affairs and to the Solid Waste Fund within the Department of Public Works and Transportation.

EXPLANATION:

The Division of Housing and Code Enforcement in the Department of Housing and Community Affairs is responsible for ensuring that the housing stock and communities throughout the County are maintained in a safe and sanitary manner. The importance of maintaining our communities and housing stock in accordance with such a standard cannot be overstated. As the County's housing stock and communities continue to age, effective and consistent code enforcement becomes even more critical.

Single family homeowners not financially capable of bringing their homes up to code are eligible to receive low interest loans funded by the Federal Community Development Block Grant to rehabilitate their houses.

Housing Units Rehabilitated



PROGRAM PARTNERS IN SUPPORT OF OUTCOMES: Police Department, County Attorney, Housing Opportunities Commission, District Court, Department of Public Works and Transportation, Montgomery County Fire and Rescue Service.

MAJOR RELATED PLANS AND GUIDELINES: Department of Housing and Community Affairs Code Enforcement Strategy, Neighborhoods Alive Initiative, Chapter 26 of the Montgomery County Code: "Housing and Building Maintenance Standards."

HOUSING AND COMMUNITY AFFAIRS

PROGRAM:

Landlord-Tenant Mediation

PROGRAM ELEMENT:

PROGRAM MISSION:

To provide information on landlord-tenant affairs, and to investigate and conciliate landlord-tenant disputes in a fair, timely, and equitable manner, taking legal action as necessary

COMMUNITY OUTCOMES SUPPORTED:

- Promote the understanding of individual rights and responsibilities
- Encourage respect for the law
- Provide responsive government
- Promote a positive business climate and an excellent quality of life

PROGRAM MEASURES

	FY03 ACTUAL	FY04 ACTUAL	FY05 ACTUAL	FY06 BUDGET	FY07 CE REC
Outcomes/Results:					
Percentage of disputes resolved	94	95	94	95	95
Number of cases referred to the Commission on Landlord-Tenant affairs	40	40	47	35	35
Service Quality:					
Percentage of landlords participating in cases that rate as good or excellent:					
- The fairness with which the matter was handled	88	90	86	90	90
- The speed with which the matter was handled	87	91	92	90	90
- The courtesy and attitude of program staff	90	90	85	90	90
Percentage of tenants participating in cases that rate as good or excellent:					
- The fairness with which the matter was handled	87	90	95	90	90
- The speed with which the matter was handled	90	92	84	90	90
- The courtesy and attitude of program staff	92	93	96	90	90
Efficiency:					
Service units ^a completed per workyear	5,955	6,062	6,132	5,609	5,800
Average cost per service unit ^a (\$)	15.50	14.76	17.68	19.79	20.02
Workload/Outputs:					
Number of requests for information	45,000	47,500	45,650	50,000	50,000
Number of complaints filed	1,400	952	916	1,000	1,000
Number of education and outreach presentations	51	42	38	40	40
Inputs:					
Expenditures (\$000)	720	716	824	1,010	1,022
Workyears	7.8	8.0	7.6	9.1	8.8

Notes:

^aService units equal complaints plus requests for information plus education and outreach actions (tenant meetings, speeches, etc.).

EXPLANATION:

Montgomery County is committed to providing assistance to both landlords and tenants in resolving their disputes and with enforcing Chapter 29 of the Montgomery County Code, "Landlord-Tenant Relations." Specifically, the County:

- Provides information on landlord-tenant laws;
- Investigates and conciliates landlord-tenant disputes; and
- Refers complaints that are not conciliated to the Montgomery County Commission on Landlord-Tenant Affairs for hearings.

PROGRAM PARTNERS IN SUPPORT OF OUTCOMES: Police Department, Sheriff's Office, County Attorney, Housing Opportunities Commission, Commission on Human Rights, District Court.

MAJOR RELATED PLANS AND GUIDELINES: Montgomery County Model Leases; Landlord-Tenant Handbook; Chapter 29 of the Montgomery County Code, "Landlord-Tenant Relations."